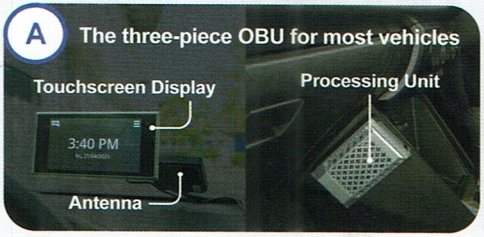
Land Transport Authority
We Keep Your World Moving

Get to know your new OBU

Features, troubleshooting tips and warranty for your On-Board Unit (OBU)

Once your OBU is installed, you're all set

For more information on your OBU's features and functions, please visit **go.gov.sg/erp2-1m**.



How do I turn on my OBU?

When you start your vehicle, the OBU and Touchscreen Display will switch on automatically. You will also hear a notification sound. They will switch off when you turn off your vehicle.

How do I set up my payment options?

You can continue to use valid CEPAS cards like NETS/EZ-Link Motoring Card. For added convenience, consider signing up for NETS/EZ-Link Auto Top-Up. Do also keep the spare NETS Motoring Card provided after the OBU installation for use at private carparks without Electronic Parking System (EPS).

Note: SimplyGo EZ-link cards that are used for travel on public transport are incompatible with the OBU.

Can I still use a CashCard?

No. Regular CashCards with microchips cannot be used in the OBU.

Can I adjust the display brightness and volume?

Yes, the brightness of the Touchscreen Display and volume of audio alerts can be adjusted via the Touchscreen Display for the three-piece OBU. If you opt out of installing the Touchscreen Display, please set your preferred volume level during the installation, as it cannot be adjusted via mobile applications.

How do I find my OBU number?

For vehicles with an existing In-Vehicle Unit (IU), your IU number will stay the same and be ported over to your OBU automatically. For new vehicles, a new OBU number will be issued. You can find your OBU number on the Touchscreen Display, by tapping on "Menu" > "Settings" > "About OBU". Alternatively, the number can be found on the LTA ERP 2.0 app's Home Screen, or via OneMotoring Digital Services.

If you did not install the Touchscreen Display:

1. Visit OneMotoring for a list of compatible mobile applications and download it from the Apple App Store / Google Play Store.
2. Register your smartphone via OneMotoring Digital Services.
3. Pair the registered smartphone with your OBU via Bluetooth.

Please scan the QR codes below for a step-by-step guide on pairing your phone with the OBU.

Apple users

go.gov.sg/pairing-ios

Android users

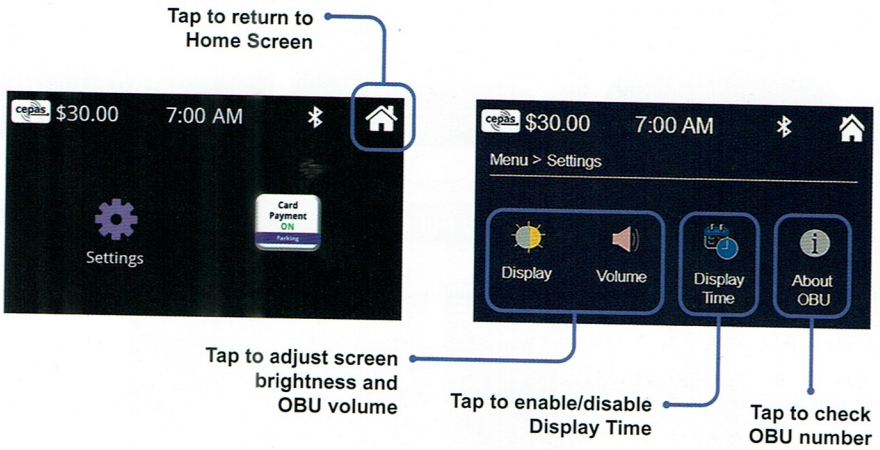
go.gov.sg/pairing-android

How to navigate the OBU Touchscreen Display

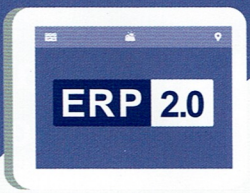
OBU Home Screen

CEPAS card value
cepas $30.00
Bluetooth logo appears when phone is paired to OBU
Tap to access Navigation Menu
7:00 AM
Wed, 01/05/2024
Card Payment ON
Parking
Tap to deactivate CEPAS card payment for complimentary parking. It will not affect ERP charging.

OBU Menu and Settings



What your new OBU can do

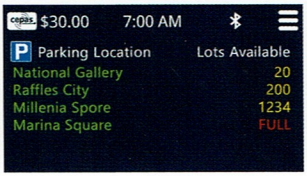


Your OBU offers a host of features for motorists. More features will be added over time. In future, the OBU will alert you when approaching an ERP-charging location. You will also be able to pay for usage licences such as for off-peak cars, tolls at existing Woodlands and Tuas checkpoints, and roadside parking.

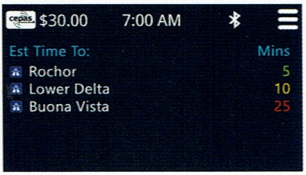
Current Functions

ERP charging

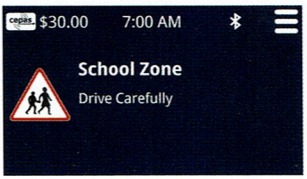
Carpark availability in the City, Jurong, Buona Vista etc



Estimated travel time when driving on expressways



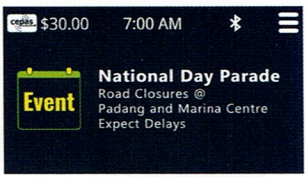
Road safety alerts



Police camera zone alert

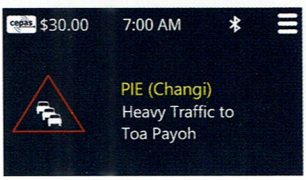
Height advisory for goods vehicles

Road closures for key events

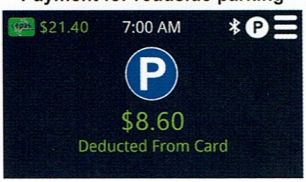


Future Functions

Real-time traffic alerts



Payment for roadside parking



OBU Troubleshooting Tips

I am unable to toggle the functions on the Touchscreen Display when driving on the road.

This is a safety feature to prevent motorists from touching the screen while driving.

My Touchscreen Display is not responding, or there is no display or sound when my vehicle is turned on.

Restart the OBU by restarting your vehicle's engine. If the problem persists, visit the workshop that carried out your OBU installation.

Part of my OBU has become dislodged.

If any part of your OBU becomes dislodged, please visit the workshop that carried out your OBU installation for assistance.

My OBU seems faulty, is malfunctioning or displaying an error message.

You will receive a letter from LTA requesting you to visit either the workshop that carried out your OBU installation or the OBU Care Centre.

If you have not received any letter or inspection notice but suspect that there is an issue with your OBU, please visit the workshop that carried out your OBU installation.

I have incurred an ERP fine. What should I do?

From 1 October 2024 onwards, you will have a 5-day grace period to make any missed ERP payments. Please visit go.gov.sg/erp-info for more information.

For assistance, please contact Call Assist Service at 6377-2255

Frequently Asked Questions

Will the OBU drain my vehicle's battery?

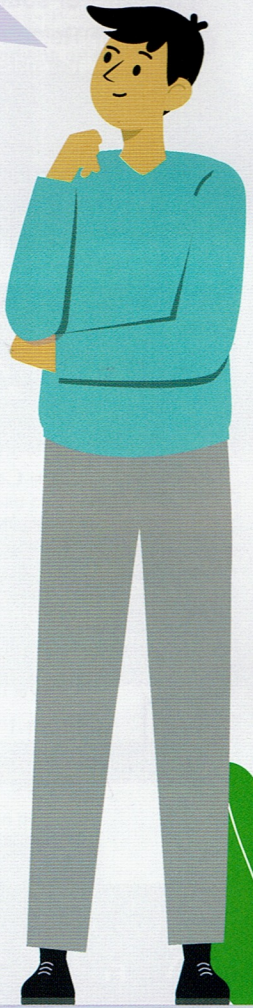
The OBU needs continuous power to operate. However, when the ignition of the vehicle is turned off, the OBU will switch to sleep mode and draw even lower power than the IU today. Motorists need not worry that there will be a power failure if they do not drive for a few days.

Will the Processing Unit for the three-piece OBU scald / burn me?

The Processing Unit may feel warm, but the protective cover ensures that it is never too hot to touch.

Is the Processing Unit for the three-piece OBU waterproof?

The Processing Unit has been tested to be resistant to light splashing.



Your OBU Warranty (Terms & Conditions)

Each OBU comes with a 5-year warranty, which commences from the date of installation.

The OBU warranty covers all manufacturer's defects and is subject to limitations of coverage on product failures due, but not limited to, user negligence, improper installation, accident, mishandling, misuse, tampering, vandalism, and unusual operating environments.

If the OBU is under warranty, any faulty part will be replaced free-of-charge. The replaced part will follow the original OBU warranty period. If a replacement part is purchased for an OBU that is no longer under warranty, the replaced part will come with its own new warranty coverage period. This applies to the single-piece OBU as well.

Where can I find the expiry date of my OBU warranty?

You can find your OBU warranty expiry date at OneMotoring Digital Services.

Who is authorised to repair the OBU?

If you face any issue with your OBU, please contact the workshop that carried out your OBU installation for assistance.

To view the list of authorised OBU Inspection and Service Centres, please visit **go.gov.sg/erp2-1m**

For information on the list of authorised OBU installation workshops and the respective OBU care centres, please visit **go.gov.sg/obu-care**

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For more information about ERP 2.0
and the OBU installation process, please visit:

go.gov.sg/erp2-1m

go.gov.sg/erp2-guide

If you require further support or have any other questions,
contact us at our hotline or through the form below.

Call Assist Service: **6377-2255**

Operating hours:
Monday to Friday, 8.00 AM to 6.00 PM
Saturday, 8.00 AM to 12.30 PM

go.gov.sg/erp2-contactus

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